

No.	Category	Sub-Category	Issue	Helpdesk Response
	Online System	Deleting Names	I'm checking out the website now that I'm back on Mentor status and wondering if there's a way to delete past Qualified Assessors who are no longer with the district?	We don't have a system in place currently for mentors to delete QA's, but if you e-mail me the names that you would like to delete our programmer can take care of this for you.
	Online System	E-mail address	I don't know if you are the person to e-mail but if not could you forward this e-mail to the correct person. I have changed my e-mail address this year. Does it if I use my old e-mail address or do I need to use my new one to log into the training	Yes I am the right person to ask. Your account will still be set up with your old e-mail address and your old password. So continue to login using your old information and I will just keep your new e-mail address on file with your contact information.
	Online System	E-mail address	XXX was a Qualified Assessor last year. She got married during the summer and her name has changed. Does she need to create another account with her updated email address? She completed the refresher items and I wanted to make sure that doesn't disappear if she changes her email. Let me know how to proceed.	She will need to continue to use her old e-mail to login into the AK website. We don't have a system in place to change e-mail addresses at this time. I will keep her new address on file so if we send out any mass e-mails I will be sure she is included with the new address.
	Online System	Materials	I am taking the Administration part of the test and I can not find any materials on protocols for this assessment. I am missing at least half of these items. Where can I find the correct protocols for administrators?	All materials are on the materials section of the website. You will see all practice tests and training manuals for each subject area. Please let me know if you have trouble finding this.
	Online System	Materials	I received a call from Anchorage School District and they mentioned that they were having issues viewing the science portion of the student materials. They mentioned that the pictures are blurred and that boxes/text are cut off.	DRA: I'm not sure what to do about the blurry science materials. I sent an e-mail asking if she was viewing them in Acrobat. I haven't heard that anyone else was having problems with these...I'll wait and see if she gets back to me.

Online System	Passwords	<p>1) Would it be possible for you to send me a master list of teacher's emails and passwords for our district (Mat Su) for our training on Monday and Tuesday? We ask them to preregister and come with their password, but I'm finding that even our assistant director can not find his password, and it wastes so much time for teachers to dink around trying to figure it out!!! 2) No problem! That is a great idea to have them set it to something general though, for future</p>	<p>1) I don't have access to everyone's password. I can reset passwords, but do not have access to the original password. My suggestion would be to possibly choose a password for your district - tell everyone once they have registered to go in and change their password to something common that then you will know also. Your assistant director should go the website and click on the "forgot password" link to reset his password.</p>
Online System	Passwords	<p>Would you consider sending the user ID and password for all Mat-Su teachers by email.</p>	<p>I just received this same question from another mentor. Unfortunately I do not have access to anyone's passwords. I can reset passwords from my end, but don't have the original passwords. My suggestion is to have everyone from your district login and change their password to a common word, something that you would know as well.</p>
Online System	Registration	<p>Registration - have been able to select district but not school. Need assistance.</p>	<p>Here's a few tips:</p> <p>1) Make sure and use a supported computer and software setup (http://ak.k12test.com/info/requirements.php)</p> <p>2) The sign-up page requires certain information in order to proceed - for example is she checking the "I agree to the above" checkbox under the district school selection?</p> <p>3) Try a different computer if the one she is on doesn't seem to be working.</p> <p>Anyhow if the above suggestions don't work, I can walk her through the registration over the phone. I have a feeling she's inputting something incorrect so going over it step by step is probably the best way to get her registered.</p>
Online System	Registration	<p>Trouble receiving confirmation e-mails</p>	<p>Discovered was in internal district issues. Note from district programmer: It seems that the emails were not hung up in a greylist or spam filter but rather they did not have a reverse address in their DNS which is somewhat of a flag and was simply blocked for security measures as best I can tell. Upon looking into our issue the guys at AT&T found that another school they provide service to was having the same issue so they have whitelisted that sites email... So essentially you may have helped solve a statewide assessment mystery of</p>
Online System	Tabs	<p>Should I be seeing a Data Entry tab on the website yet?</p>	<p>The data entry tab won't be available until the testing window opens Feb. 2nd.</p>

Online System	Training Videos	Difficulties with writing videos. Not clear and some not playing at all.	<p>I have spoken with our programmer and he thinks it is most likely a network issue. He has found most of the educational networks to schools are simply overloaded. The most useful advice has been to wait for a lower use time period (i.e. morning or after the kids go home).</p> <p>If you could give me more specific information on exactly which videos you are having trouble with, I can have him double check them. He could also work with your school district network people if necessary.</p>
Online System	Web Access	<p>1) Assessor who is having trouble accessing the website.</p> <p>2) Hi! I have logged in from this computer before (I'm at school). Matt tried logging in on Safari from his computer as well (at the ASD Ed center) and it didn't work. I don't have IE or Firefox and it won't let me download them because my computer cannot be modified. Is there anything else I can try?</p> <p>3) Ok I got firefox to work on a certain computer and now I can't even sign on there :(I'm not really sure what I need to do.</p> <p>4) Good morning! I tried to log in again today and it worked! :) So I'm not sure what was going on yesterday but thank you for trying to help me get back in.</p>	<p>1) I just received a phone message from your mentor, Matt Niclai that you are having trouble accessing the website. I'm not sure where the trouble lies, our web system should work with both Safari and Firefox. I would suggest double-checking the system requirements page to see if you have all correct software installed on the computer you are having trouble with. Also, if you are using a PC Internet Explorer is also supported by our website, so possibly try using Explorer instead. Please let me know if you have any luck!</p> <p>2) I just spoke with our programmer and he informed me that regardless of what web browser you are using, you still have to have the other requirements (such as flash, javascript, pdf). Could you give me some more specific information on what exactly isn't working for you? Our system shows there was a successful login using Safari today at 2:54pm. So are you able to log in, but can't view the videos? If you could get me some more specific information on what isn't working, I will speak to our programmer again and see what else we can do.</p> <p>3) I will forward your last e-mail to see if he can offer any advice. Our website is case sensitive, and the e-mail I have you registered with is: Krebs_Stephanie@asdk12.org which contains both a capital K and a capital S so make sure that is how you are entering your e-mail to login. I will try to get back to you as soon as I hear from our programmer tomorrow.</p>
Online Training	Account Reset	I'm a teacher at Fort Yukon schools in Alaska, and I'm participating in your online training course through my mentor I've maxed out my attempt counter on the "Read Passages" component in the Reading training. I was wondering if you could reset that for me.	Account was reset by programmer

Online Training	Computer Lab Training	Technical Assistance on-hand Requested for computer lab training	<p>Aaron and Sev available. Further suggestions from Aaron: The following suggestions would also be helpful:</p> <p>1) If during the week prior to their training (the week of Nov 24th), the person who is running the lab contact me at this email address or 541-914-8592 I can run over the specific computer configurations and ensure they have the correct software installed.</p> <p>2) We have seen significant delays in email we send from our email address "accounts@k12test.com" to the mat-su teacher email accounts. Possibly they could either "whitelist" this address in their email filtering setup OR suggest that teachers attending the training register a day or two in advance.</p> <p>3) While all of our servers are located in robust data centers, we don't control or have the ability to modify the connection between the internet and the school district. Mat-Su network personal should take a look at the routing from our website (ak.k12test.com) and their current network utilization to see if there's sufficient district bandwidth available. If bandwidth is tight, the first problems will be with smooth playback of the videos. Work-arounds that the trainers can implement include having teachers share computers (i.e. reducing the total number of videos downloaded) and also "splitting" the group to have some work on proficiency tasks that do not require video while others view the</p>
Online Training	Passwords	I am in the Alternate Assessment Training and everytime I log in, they say my password is incorrect and they give me a new one. The last time it was reset, I have not received it. This has happened three times now. Please e-mail be back with a correct password so I	<p>You will need to reset your password. Go to the website and click on the "forgot password" link below the login.</p>

Online Training	Passwords	30 people training - 3 people need to reset passwords.	<p>I called Nancy and took care of the password problem. For the record, I created an email that Sevrina sent to Mat-Su on Oct 30th asking them to both get in touch with me last week AND sent some suggestions specifically addressing the sign-in issues. According to Nancy, she is not aware that this happened and I can verify that no one from Mat-Su technology every contacted me.</p> <p>Here's the relevant text:</p> <p>We have seen significant delays in email we send from our email address "accounts@k12test.com" to the mat-su teacher email accounts. Our programmer has also suggested to have teachers either "whitelist" this address in their email filtering setup OR that teachers attending the training register a day or two in advance. This would require them to log on to http://ak.k12test.com and follow the registration process. That way the accounts would be set up, we could field any e-mail troubles prior to training, and they would be able to just log on with</p>
Online Training	Refresher Tasks	<p>Sorry to start out this morning bothering you but I have to explain this to my teachers.</p> <p>"Reading Comprehension" has an "*" on it for the "retraining" of the Alternate Assessment Mentors and certified assessors, yet you can not "Test yourself" and it will not get a check mark. Why is it there if you can't "test yourself" and how will it be documented that it was completed.</p> <p>I am not bitching but this seems less then well thought out, as it will drive teachers crazy that they cannot receive a check mark there. I know I am not the sharpest tool in the shed so I did the test above it to see if it would give me a check mark as it says "combine with above task" yet there is not an "*" on the above task and completing it did not Warren a check mark. Just</p>	<p>Yes this is a bit confusing. The Reading Comprehension task is combined with the above task 4: Read Passages (you will see under the proficiency column it is noted "Combined with above task"). So the proficiency test is with the asterisked task 4: Read Passages. I apologize, this should have been clarified. I will pass your note on so we can get this cleared up for others who have the same question.</p>

Online Training	Refresher Tasks	<p>I wasn't able to do this refresher task because it stated that it was combined with the above task. Any suggestions on how to move forward? I assume if everything is fine, that you will change my "in-training" status. Is that correct?</p>	<p>DRA: It is very confusing as there is no proficiency test for the Reading Comprehension task, it is combined with the Read Passages task, which is also on the refresher list. I suggest either adding an addendum to the updates log that says "The Reading Comprehension task is combined with the Read Passages task. Once the proficiency test for Read Passages has been passed, training for both Read Passages and Reading Comprehension has been completed." Or to take Reading Comprehension off the refresher list. It seems that because teachers already have the refresher list for this year, we should add the addendum to the updates log and modify for next year? EED: Let's ask Aaron. Why don't we add this informational note right on the reading page near the task in question. And I can send out an</p>
Online Training	Refresher Tasks	<p>I am trying to do my proficiencies for requalification and I am confused again. If the reading comprehension proficiency is one we are supposed to do to re-qualify, why is it combined with the above test, which has nothing to do with comprehension (it is fluency) and if we are supposed to take that fluency test to meet the requirements, why don't we just</p>	<p>Reasoning was explained - the two tasks address item training that apply to secure test administration</p>
Online Training	Refresher Tasks	<p>Also, I do not know if any else has pointed it out, but the ½ sheet with the refresher tasks that we were suppose to insert into p. 39 of the manual does not match the asterisked items in the writing section on the website. The ½ sheet include "Write Words from Dictation," and the website does not have an asterisk by this item. The website has "Write a Sentence" asterisked and the ½ sheet does not have it listed.</p> <p>This would probably be confusing to explain. Dan and I decided that we are not going to hand out the ½ sheet and that we will tell our assessors to complete the asterisked items on the website. We just wanted to let you know</p>	

Online Training	Refresher Tasks	<p>Just a suggestion/inquiry about the proficiencies.</p> <p>I would find it very helpful if I could access the Training page (that shows the 5 areas and the boxes which turn green when successfully completed) for each of my trainees.</p> <p>They all seem to have different amounts of trainings completed (according to the page I CAN see) and they ALL think they are done. I don't know what to tell them they still need to do. I have 28/57 and I did one extra training. I think there should be 27 in order to re-qualify.</p>	<p>There are only 19 refresher tasks this year. All refreshers have asterisks in front of the task name (ex: *Read Passages). There are (4 Reading, 4 Writing, 7 Math, and 4 Science). So it sounds like you are fully refreshed! I have had a few requests about viewing teachers training pages, and I believe there are some limitations with confidentiality but there are modifications in the works for next year. Hope this helps!</p>
Online Training	Refresher Tasks	<p>I'm attempting to do the annual refresher training away from office (and my manual), and was wondering if you could send me the list of tasks for each content area that I need to do to keep current? I don't believe it's all of them. Or point me to where it's at</p>	<p>All of the refresher tasks are indicated online by a star before the task name. For example you will see in Reading, the refresher tasks are: *Read Passages, *Blend Sounds, Decode Words, *Read Words, and *Reading Comprehension. You will see in all subject areas, the refreshers follow the same format, *Task Name. Let me know if this makes sense, otherwise I will send you a list of the tasks.</p>
Online Training	Requirements	<p>Refresh my brain. I have finished the recertification requirements...how is that indicated to me? How can I check on the other staff in my district to see their status in the recertification process?</p>	<p>Once you have finished the refresher tasks, just send Aran and me an e-mail letting us know you are finished and Aran will upgrade your account. Once your status has been upgraded you can view the admin section and will be able to see how many proficiency tasks others in your district have completed. There is also a new feature this year where you will be able to check on their data entry as well. Let me know if you have trouble finding these links. And be sure to send Aran Felix an e-mail notifying her when you have finished all refreshers.</p>

Online Training	Scoring	<p>1) I am feeling really frustrated with the Science part of the test --</p> <p>Task 11 says that it is FALSE that you have to have all 3 cards (sun,moon,earth) out on table?</p> <p>Task 5 says you should wait for student answer before asking final question - there are two per set On Question 2 the voice "pauses" but you don't hear a student answer, so how can that be TRUE when it wasn't presented correctly?</p> <p>On Question 4 the student answers "with fins" -- isn't that CORRECT for one point?</p> <p>Maybe I am just not reading the questions correctly, or overthinking them. I still feel it odd that you get the green check when you miss more than 50% of the tasks...I am marked as completed Science, and I will let that go, but it just doesn't feel right.</p> <p>2) hanks Sevrina -- you are always so on top of things. On the reponse issue I relooked at the way the correct/incorrect shows and I see it okay now. I don't know what I was.</p>	<p>1) I just went through the science proficiencies to try to figure out what was going on.</p> <p>Task 11, I selected True, and my answer was correct (yes all 3 cards need to be presented).</p> <p>Task 5 - on question 2 there is no student response, but the point was that the administrator did pause between questions. In question 1 the administrator does not pause between questions. Think of it this way, the student did not answer the first question, but the administrator still paused before continuing on to the second question.</p> <p>Question 4 - I selected true, and my answer was correct. Yes "with fins" would be a correct response for this question.</p> <p>I'm not sure why your answers are showing something different. When the answers are correct, they are highlighted in green with the correct answer on the far right column, when the answers are incorrect they are highlighted in red with the correct answer on the far right column. Are your answers showing these colors for correct and incorrect answers?</p> <p>Also, the science was a new assessment last year so the proficiency tests are simply assessing whether or not the assessor has completed them, not by percentage like the other subject area proficiency tests. This is something we are discussing changing for the future.</p> <p>I hope this helps, let me know if you have other questions. If you e- mail me your password, I can access your account and make sure there aren't any internal problems causing your science tests to show the wrong responses.</p>
Online Training	Scoring	<p>I am confused on the scoring of the Science part of Alternate Assessment. For example, on the Fundamental Forces -- Instructor on video says "which is harder to push?" and that is not the correct presatation? Then the second picture doesn't give the student's response. On the third, the cursor goes around the ball on the steep hill, and that is the correct response, but the assessment says NO -- Am I doing something incorrect?</p>	<p>For the first video, the answer is no - the materials are not presented correctly. If you refer to the student materials in the practice test, you will see the materials for this task are a girl pushing a couch, and a girl pushing a couch on wheels. The picture of the person on the bike is for a different task, so this is not correct.</p> <p>I believe the video for the second proficiency questions is incorrect. It should be a video of the correct student materials, with a cursor indicating the student's response. I will contact our programmer about this.</p> <p>I just tried the third question, and it came up that "yes" was the correct answer. The student did respond correctly, so I'm also not sure why that wasn't the same for you as well.</p> <p>Let me speak with our programmer about the incorrect video. Please let me know if you have trouble with any</p>

Qualified Assessor/ Mentor	Packet Review	I was wondering if you had a chance to review our testing materials? If and when you do....do you notify us if we then qualify as assessors?	I make sure everything is in order (everything included) then send on to the vendor for review. I'm cc'ing Sevrina and Kim who are in charge of this part of the project. They can let us know via email, and will mail the scoring protocols back to me for forwarding to you. Aran
Qualified Assessor/ Mentor	Training Requirements	I trained two staff members last year to become qualified assessors. One has since moved from the school district. The other has become a special education coordinator. How should I proceed? Do I need to train an additional staff member? Or, does the qualified assessor that I trained last year need to simply do the refresher tasks and I do not need to	Nan - Once a QA, always a QA. Once a mentor, always a Mentor (QT). Both categories need only do refreshing skills annually and do not need to redo practice tests. Mentors do not need to submit scoring protocols for the proteges. If your district wants to guard against a complete lack of QA in their district, they will probably want you to do some further training in your district. This is between you and your district. That is what mentors do, train district staff to the QA level. The QA - QT checklist with requirements is in the manual on page 35.
Secure Test	Edits	Dan and I have gone through all the items of the secure 2009 Alternate Assessment. We wanted to share a couple of items with you: In Science Task 3.8 Item 5 (p. 12 scoring protocol) The directions say, "...Here are pictures of a lake, a desert, and mountains..." The pictures in the student materials are of a forest, a desert and mountains (p. 16 student materials). Thus, those who give the test will need to change the word "lake" to "forest" if this is a science grade band item they are administering. In Reading Task 1.34 Item A Reading Signs There is a picture of a wheelchair in the student materials. The correct response to identify this should be "Handicap Access". The scoring protocol indicates that	All errors fixed asap by DRA and reposted to the website.

Secure Test	Edits	<p>Directions :</p> <p>Item 4 Which clock shows the time of day you get ready for school?</p> <p>According to the directions, I am to read the time. I am not reading the "morning" but at 8am we are already in school, so there is not a correct answer. Is there a way for me to change the time on the clocks?</p> <p>Item 6 Directions state "Which clock shows the time of day you eat dinner?" but the Scoring guide states "What time do you go to bed?" Which would you like us to use? (6pm is not a realistic bedtime)</p>	<p>I apologize for these errors. We will need to notify the other mentors and qualified assessor, and also make the changes online. But since you are in the middle of giving the test, here are the fixes. This test has been brailled, so we do not want to change the student materials. The two items that had issues are Item 4 and Item 5 for Task Math 5.910A.</p> <p>Task 5.910A - Identify Units of Measurement DIRECTIONS located on Scoring Protocol Item 4: Change the question to: "Which clock shows the time of day that many students start school?" Correct response: (Morning) Student Materials: Clock showing 8:00 AM – labeled morning, 8:00 AM</p> <p>Item 6: Change the question to: "Which clock shows the time of day that many people eat dinner?" Correct response: (Evening) Student Materials: Clock showing 6:00 PM – labeled evening, 6:00 PM</p> <p>Task 5.910A - Identify Units of Measurement SCORING located on Scoring Protocol Item 4 – Change "Get ready for school" to "Start school." Item 6 – Change "Go to bed" to "Eat dinner."</p> <p>Task 5.910A - Identify Units of Measurement</p>
Secure Test	Printing	Trouble printing materials for secure tests	Was personal computer or printer problem - assessor printed on a different machine.
Secure Test	State ID	<p>I was going to enter math scores from today's alternate assessment for my student.</p> <p>I cannot locate the information from the training that gives the STATE ID for my student. Where do I find it?</p>	Check with your District Test Coordinator. See page 95 of the AA Manual (DTC responsibilities), last bullet under February or sooner.
Secure Test	State ID	Is there a reason that we can't enter "0" as the first number? One of the qualified assessors stated that the "0" is dropped!	The document "AK_0708_AYP_Specsv5.xls" specifies "1-10 digits" for the state id number. The AYP file we provided alaska last year has NO leading zeros on the student ids.

	Secure Test	Testing Materials	Received a phone message from Kelly Ryddel (or Riddell). She is putting together a practice test for their mentors-in-training and wondered if there is a cheat sheet of all materials needed to do the test. for example, poker chips, etc.	Unfortunately we don't have a cheat sheet of materials needed for the practice test. I will call Kelly and let her know. This is maybe something we could put on the to do list for next year.
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